vices, Passports and Banking at the Central Government level.

c. To examine the internal working procedures with a view to introducing greater openness and transparency in handling of employees grievances and internal consultation.

d. To examine the rules framework with particular reference to the existing Conduct Rules and Manual of Office Procedure with a view to introducing greater openness and transparency in Government working including dealings with employees.

e. To examine the nature and content of training to promote greater openness and more customer responsive public dealings.

4. The Working Group will submit its report within a period of two months.

5. The expenditure on local transport and other allowances of the non-official members, as per rules applicable to Group 'A' officers of the Government of India, will be met from the budget of Department of Personnel and Training.

(Y.G. Parande)

Director

Tele.3015589

To

Shri H.D. Shourie, A-31, Westend, New Delhi-21.

Shri Soli Sorabjee, Sr. Advocate, 134 Sundar Nagar, New Delhi - 110 003.

Secretary, Ministry of Information & Broadcasting, Shastri Bhavan, New Delhi.

Secretary, Ministry of Home Affairs, North Block, New Delhi.

Secretary, Department of Legal Affairs, Shastri Bhavan, New Delhi.

Chairman, Railway Board, Rail Bhavan, New Delhi.

Secretary, Department of Posts, Dak Bhavan, New Delhi.

Secretary, Department of Telecommunications, Sanchar Bhavan, New Delhi.

Principal Information Officer, Ministry of Information & Broadcasting, New Delhi.

Joint Secretary (E), DOPT, North Block, New Delhi.

Copy for information to :-

1. Staff Officer to Cabinet Secretary

2. PS to Prime Minister

3. PPS to Secretary (P)

4. PS to: EO, AS(P), AS(S&V), JS(T), JS(AT&A)

Pension Procedure

774. SHRI V.M. SUDHEERAN : Will the PRIME MINISTER be pleased to state :

(a) whether the Government are considering to simplify the pension procedure to ensure that the retiring employees get their payment without delay ; and

(b) if so, the steps taken so far and proposed to be taken in this regard ?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI S.R. BALASUBRAMONIYAN) : (a) and (b) The Government of India have issued necessary instructions on 23.1.1987, 2.5.1994 and 24.8.1994 for ensuring that the retiring employees get their payment without any delay (Details are given in Statements - I, II and III) respectively. These instructions lay down that the Head of the Department/ offices are to ensure compliane of Government orders for ensuring authorisation of pension, provisional or final, by the date of retirement. These instructions also lay down that the Heads of Offices/Departments are responsible for ensuring timely payment and for any delay action is required to be taken against the delinquent officials and fixing responsibility for the delay in payments.

Statement–I

MOST IMMEDIATE

No.38/9/87-P&PW

Government of India

Ministry of Personnel, Public Grievances and Pensions

Department of Pension and Pensioners, Welfare

New Delhi.

January 23, 1987

OFFICE MEMORANDUM

Subject : Payment of provisional pension/gratuity.

The Central Civil Services (Pension) Rules, 1972 and the corresponding rules applicable to All India Services Officers, Armed Forces personnel and Railway employees provide for advance action to be taken by the Heads of Office and the Audit/Accounts Officers to ensure that the amount of pension and gratuity due to a retired Government employee is assessed well in time and the pension payment order issued not later than one month in advance of the date of retirement. In cases where pension and gratuity cannot be settled as contemplated above, the Rules provide for the payment of provisional pension and provisional gratuity (e.g. Rule 64 of the CCS (Pension) Rules, 1972). If the Head of Office is of the opinion that the Government

servant is likely to retire before his pension or gratuity or both can be finally assessed and settled in accordance with the relevant Rules, he shall take expeditious steps to sanction up to 100% of pension as provisional pension and up to 100% of gratuity as provisional gratuity, in accordance with the Rules.

2. Representations have been made to the Ministry of Personnel, Public Grievances and Pensions that provisional pension and provisional gratuity are not being sanctioned by the Heads of Office as provided for in the Rules. This is causing a great deal of avoidable hardship to retiring employees.

3. Government have taken a serious view of these complaints that the provisions of the statutory rules are not being observed. Heads of Office are advised to ensure that there is no occasion for complaints in future from the retiring employees and to follow the prescribed procedure in letter and spirit. Accountability in this regard will rest with the Head of the Office concerned.

4. If any Central Government employees, on retirement, is not sanctioned provisional pension and provisional gratuity, pending a final determination of his/her pension and issue of the Pension Payment Order, he/she may send a complaint to the Department of Pension and Pensioners, Welfare for taking immediate action. The Government would like to ensure that retiring employees should on their retirement normally receive the final sanction of pensionary benefits. If delay in issuing a final Pension Payment Order is unavoidable, at least the benefits of provisional pension and provisional gratuity should be allowed as prescribed in the Rules.

5. These instructions do not apply to cases falling under Rule 9 of the Central Civil Services (Pension) Rules, 1972 and corresponding provisions in the Rules applicable to All India Services Officers, Armed Forces Personnel and Railway employees, etc.

6. The Ministry of Finance, etc. are requested to bring the contents of this Office Memorandum to the notice of all concerned for *strict* compliance.

Hindi version will follow.

Sd/-

(I.K. Rasgotra)

Additional Secretary to the Govt. of India

To

All Ministries/Departments of the Government of India, etc. (As per standard mailing list)

Statement–II

No.38/116/93–P&PW (F)
GOVERNMENT OF INDIA
Ministry of Personnel, Public Grievances and Pensions
Department of Pension and Pensioners, Welfare
3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi - 3.
Date 2.5.94

OFFICE MEMORANDUM

Subject : Avoidance of delays in payment of pensionary benefits.

A study on the procedures of payment of pension in the offices of the Government of India was undertaken to look into the delayed payments of pensions. The study concentrated mainly on the following two issues;

(a) Identifying the area for streamlining and simplifying the procedures, and

(b) Finding out the cause of delay at various stages of sanction of pension and suggesting remedial steps.

2. The Reports has blamed the non-following of the provisions made in the Statutory rules as the main cause for delays. The Govt. have taken a serious view that the provisions of the statutory rules are not being observed. Heads of Office are advised to strictly follow the prescribed procedure of payments of pensionary benefits in letter and spirit. Accountability for delays in such matter will rest with the Heads of Office.

3. The Report has inter-alia commented on the following areas, which are highlighted for guidance and strict compliance :-

VERIFICATION OF QUALIFYING SERVICE

The Study Team came to the conclusion that verification of qualifying service takes a lots of time in the absence of proper entries and verification of service recorded in the service book. The Study Team, therefore, recommended verification of qualifying service should be done as provided in the statutory rules. In this connection, the following provisions, in particular, are again brought to the notice of Heads of Office :—

(A) Rule 202 of the Supplementary Rules :

"It shall be the duty of every Head of Office to initiate action to show the service book to the Government servant under his administrative control every year and to obtain their signature therein in token of their having inspected the service book. A certificate to the effect that he has done so in respect of the preceding financial year should be submitted by him to his next superior office by the end of every September. The Government servants shall inter-alia ensure before affixing their signature that their services have been duly verified and certified as such. In the case of a

Government servant on foreign service, his signature shall be obtained in his service book after the Audit Officer has made therein necessary entries connected with his foreign service."

(B) Rule 32 of the CCS (Pension) Rules, 1972 :

(1) "On a Government servant completing twenty five years of service or on his being left with five years of service before the date of retirement whichever is earlier, the Head of Office in consultation with the Accounts Officer shall in accordance with the rules for the time being in force, verify the service rendered by such a Government servant, determine the qualifying service and communicate to him in Form 24, the period of qualifying service so determined.

(2) Notwithstanding anything contained in Sub-Rule (1) where a Government servant is transferred to another Department from a temporary Department on account of the closure of the Department he had been previously serving or because the post he held had been declared surplus, the verification of his servie may be done whenever such event occurs.

(3) The verification done under sub-rules (1) and (2) shall be treated as final and shall not be re-opened except when necessiated by a subsequent change in the rules and orders governing the conditions under which the service qualifies for pension."

4. Interest on Delayed payment of Gratuity:

4.1 The Study Team has recommended that adequate precautions should be taken by the Heads of Office so that payment of interest on delayed payment of gratuity is avoided. Moreover, dealing hand should be made accountable and responsibility be fixed if he is guilty of not taking timely action in this regard.

4.2 Inspite of Statutory Provisions in the rules, cases must have come to the notice of Ministries/Deptts. where heavy interest charges have been imposed by the Courts for delayed payment of pension/gratuity. Attention in this connection is drawn to Rule 68 (4) of the CCS (Pension) Rules, 1972 providing that in all cases where payment of interest has been sanctioned by the Secretary of the Administrative Ministry or the Deptt. such Ministry or the Deptt. shall fix the responsibility and take disciplinary action against the Govt. servant or servants who are found responsible for a delay in payment of gratuity. The Administrative Heads of the Ministries/ Deptt. are requested to keep these provisions in view for fixation of responsibility and taking suitable disciplinary action wherever employees are found guilty of not taking timely action.

5. Determination and authorisation of the amount of Family Pension and Death Gratuity in respect of Government Servants Dying While in Service :

The Study Team has recommended that the delay in sending the claim papers to the family of deceased Government servants should be avoided. In this connection, attention is invited to the detailed instructions which already exist in Chapter IX of the CCS (Pension) Rules, 1972, which provide that the Head of Office should take immediate action for sanction of family pension and other retirement benefits in case of death while in service. These instructions should be strictly followed in cases of death of a Government servant while in service to avoid delay in payment of admissible pensionary benefits. Action to process such cases should be initiated immediately on the receipt of intimation of death without waiting for production of the formal death certificate.

6. Appropriate training of employees handling pension cases :

The Study Team has pointed out that staff responsible for processing pension cases were found to be not fully aware of the urgency of maintaining the time schedule for obtaining and processing of pension papers. It was also found that staff dealing with pension had not undergone any training on the subject. The Ministries / Departments are advised to ensure that staff dealing with pension matters are trained properly in pension procedures and they should be sent for in-service training from time to time.

7. Publicity regarding provisions of CCS (Pension) Rules :

The Study Team observed that the Government servants are in most cases not aware of the relevant provisions of the Pension Rules viz., sanction of provisional pension, service verification, certificate etc. As a result Government servants are ignorant of what the office is expected to do at various stages. A brochure "Towards an enjoyable retirementö was brought out by the Department of Pension and Pensioners" Welfare in 1988 to make them aware of various provisions in the Pension Rules. A copy of this brochure is enclosed. This may be widely circulated amongst the Government servants, especially those who are retiring in the near future.

8. Periodical co-ordination meeting between Administrative Heads and Accounts Offices :

The Study Team has highlighted the need for coordination and periodical meetings between Administrative Head and Accounts Office to sort out any shortcomings in the service record of retiring persons. Such meetings should be monitored at the highest level.

9. Sanction of provisional Pension and Gratuity :

Rule 64 stipulates that Head of Office is empowered to sanction provisional pension and gratuity for a period of six months to a retiring employee, if he is of the opinion that the Government servant is likely to retire before his pension and gratuity or both can be finally assessed. The Study Team has observed that this option has not been exercised at all in many cases and the retiring person could not get his pension in time due to one or the other

objection. In this connection, attention is also invited to Department of Pension and Pensioners, Welfare O.M. No.38/9/87-P&PW dated 23rd January, 1987 whereby Heads of Departments/Offices were made accountable for strict compliance of Government orders for issuing authorisation of Pension and Gratuity provisional or final at the date of retirement on superannuation. A copy of these instructions is enclosed for strict compliance.

10. Ministry of Defence etc. are requested to bring these instructions to the notice of all concerned for strict compliance

Hindi version is enclosed.

(Dinesh Chandra)

Additional Secretary to the Government of India

To

All Ministries/Departments of Government of India

Statement–III

No.38/116/93-P&PW(F)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Pension and Pensioners, Welfare
3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi - 3.
24th August, 1994.

OFFICE MEMORANDUM

Subject : Avoidance of delay in pensionary benefits - Regarding

In persuance of action taken on a Study on the Procedure for payment of pension in Offices of Govt. of India, instructions for avoidance of delays in payment of pensionary benefits were issued vide Deptt. of Pension and Pensioners, Welfare O.M. No.38/116/93-P&PW(F) dated the 2nd May 1994.

2. The Govt. has considered some further recommendations made in the Report of the Study team and the following guidelines are issued for strict compliance:

Invalid pension: The Study Team had recommended that in case of invalid pension, the report of Medical Board should precede or coincide with the actual date of retirement applied for on the grounds of invalidation. According to the provisions contained in Rule 38 of the CCS (Pension) Rules, 1972, a Govt. servant is required to make known his intention of retirement on invalid grounds to the Head of Office who will then refer the Govt. servant to a Medical Board or a Civil Surgeon etc. as the case may be. The invalid pension in such cases is sanctioned after a Medical Certificate of incapacity from the appropriate medical authority is received. Cases have come to notice where invalid pension was sanctioned after considerable delay. All Heads of Office are, therefore, advised that whenever a Government servant applies for retirement on grounds of invalidation, the case may be referred to the concerned medical authority immediately so that their findings are available without delay

2. Location of administrative office dealing with pension papers and the Accounts Office responsible for verifying pension papers at the same station.

The Study Team has recommended that the Administrative Office dealing with pension papers and the Accounts Office responsible for verifying the pension papers should as far as possible be located at the same station This recommendation of the Study Team has been accepted in principle. It is appreciated tht the administrative feasibility of implementing this recommendation will differ from Deptt. to Deptt. The Administrative Ministries/Deptts. may endeavour to achieve the objective to the extent possible.

3. Attention is also invited to para 7 of this Deptt.'s O.M. No.38/116/93-P&PW(F) dated the 2nd May 1994, according to which Ministries/Deptts. were required to give wide publicity to the Brochure 'Towards An Enjoyable Retirement' brought out by the Deptt. of Pension and PW to make the retiring Government servants aware of the provisions of the CCS (Pension) Rules, 1972. Some further check points have been devised to enable would be pensioners to know what they should do to save them from botheration at the time of their retirements. A copy of these check points is enclosed. This may be widely circulated among the Govt. servants, especially, those retiring in the near future.

4. The Ministry of Defence etc are requested to bring the contents of this Office Memorandum to the notice of all concerned for strict compliance.

5. Hindi version is enclosed.

(Kashmiri Lal)

Deputy Secretary to the Govt. of India

To

All Ministries/Deptt.

(as per standard list)

[Translation]

Rural Electrification

775. SHRI KRISHAN LAL SHARMA .
SHRI LALIT ORAON
SHRI MAHABIR LAL BISHVAKARMA :
SHRI SUKH LAL KUSHWAHA :

Will the PRIME MINISTER be pleased to state:

(a) the States which have achieved the target of Rural Electrification Programme;

(b) the steps taken by the Government to speed up the Rural Electrification Programme in the country;